

**DEPARTMENT OF THE ARMY**  
WASHINGTON, D.C.

7 January 2009

**INFORMATION FOR MEMBERS OF CONGRESS**

**SUBJECT: Army Issues Apology for Letter Error**

The Chief of Staff of the Army Gen. George W. Casey, Jr., is sending a personal letter to 7,000 families who received improperly addressed correspondence from the Army.

The U.S. Army is apologizing and correcting a printing error that resulted in approximately 7,000 letters being sent to family members who lost a Soldier in Operation Enduring Freedom and Operation Iraqi Freedom. The letter did not contain a specific by-name salutation and address, but merely a placeholder greeting, "Dear John Doe." The letter, which was printed by a contractor and mailed in late December 2008, informed family members about private organizations offering assistance to Families of Soldiers who have died in OEF/OIF. The letter was sent from the U.S. Army Human Resources Command's Casualty and Mortuary Affairs Center in Alexandria, Va., which subsequently issued a formal apology today.

"There are no words to adequately apologize for this mistake or for the hurt it may have caused," Brig. Gen. Reuben D. Jones, The Army Adjutant General, wrote in a Jan. 7, 2009 message. "It is important the original intent of the letter is not lost. The organizations mentioned are dedicated to honoring loved ones and recognizing their sacrifice and commitment."

Point of contact for this notification is LTC Jenny Davis, 703-697-9134, Office of Chief of Legislative Liaison.

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